

Travel Briefs

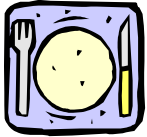
Delta Offers Check-In Options

In an effort to keep airport lines down, Delta Airlines is offering two ways to avoid the ticket counter lines for basic check-in. Kiosk machines and curbside check-in offer options to customers facing longer lines at ticket counters because of increased FAA security procedures.

If customers need to check luggage, curbside check-in is fast and convenient, because Skycaps are able to check bags and print boarding passes. In 26 U.S. cities (not yet in Salt Lake), kiosk usage has increased an average of 10% per week, allowing SkyMiles members to get their boarding passes in less than one minute 97% of the time.



Expect Fewer In-Flight Meals



Effective November 1, airlines revised the criteria for serving meals. Meals will now be served only on flights in the continental United States of more than 1,750 miles (flights lasting approximately four hours). Passengers will continue to receive beverages on all flights.

Airlines use several criteria including time of day, flying time, and mileage to determine meal service on a flight. To check whether your flight has meal service, check the airline's Web site or call the airline.

New Safety Procedures Likely to Add to Flying Costs

According to an article in *USA Today*, in a business where time is money, new airline safety procedures are likely to increase costs for airports and airlines. New procedures include security checks of passengers, luggage, airport and airline employees, and aircraft.

With their huge investments in aircraft, airlines lose money literally every minute a jet is not flying. That's not an issue now with most airlines flying reduced schedules. But the time spent on additional security steps could get in the way as passengers return and airlines try to add flights. In addition, if an airline such as Southwest tacked on 15 minutes to the time each plane spent on the ground, it would need almost 100 additional planes to meet its daily schedule.



Airports are also affected by the current reduced flying schedules, because they lose revenue from landing fees if airlines operate fewer flights than before September's attacks. Another cost: FAA Administrator Jane Garvey's order for new background checks of 1 million airline and airport employees.

Experts are recommending even more layers of security, which could further increase costs to airlines, airports, and potentially air fares.

TWA Will Have New Name

Beginning December 2, TWA will become American Airlines. All TWA gates and ticket counters will relocate to existing American Airlines counters and gates.

Be Sure of Seat Assignment Preference

To avoid paying a \$100 change fee, travel planners should check with the traveler to confirm seat assignment preference and should consider a traveler's special requirements **before booking a flight**.

Recently, an hour after one of our planners purchased a ticket for a traveler, the traveler realized that because of a leg injury he required an aisle seat. When the planner called our agent, no aisle seats were available on the flight she had booked. As a result, the passenger had to be booked on another flight and the ticket had to be issued again, which resulted in a \$100 change fee for the new travel time. ➔



State Travel Office Personnel

Diann Donoviel

State Travel Administrator
801-538-3103

ddonovie@fi.state.ut.us

Mary Marsden

Office Manager
801-538-3357

mmarsden@fi.state.ut.us

Dot Gortcinsky

Corporate Agent
801-538-3358

dgortcin@fi.state.ut.us

Tami Nelson

Corporate Agent
801-538-3352

tnelson@fi.state.ut.us

Nicole Naylor

State Travel Coordinator
801-538-3109

nnaylor@fi.state.ut.us

Colleen Clark

Corporate Agent
801-538-3743

cclark@fi.state.ut.us

Angie Mackelprang

Corporate Agent
801-538-3359

amackelp@fi.state.ut.us

Lynette Saccomanno

Corporate Agent
801-538-3351

lsaccoma@fi.state.ut.us



Travel Agency Phone Numbers

Monday – Friday

8:00 a.m. – 5:00 p.m. (MST)
801-538-3350

Emergency

8:00 a.m. – 5:00 p.m. Weekdays
801-537-9124

Office Hours

8:00 a.m. – 5:00 p.m., Weekdays
State of Utah Holidays Observed

After Hours and Weekends

5:00 p.m. – 8:00 a.m.
1-800-903-9813

FAX Number

801-538-3485

Office Address

State of Utah Travel Office
Room 1170 State Office Building
Salt Lake City, Utah 84114